



# **CHOICES FOR INDEPENDENCE INDEPENDENT CASE MANAGEMENT**

**ACCESS ~ QUALITY ~ COST**

# CASE MANAGEMENT AGENCY

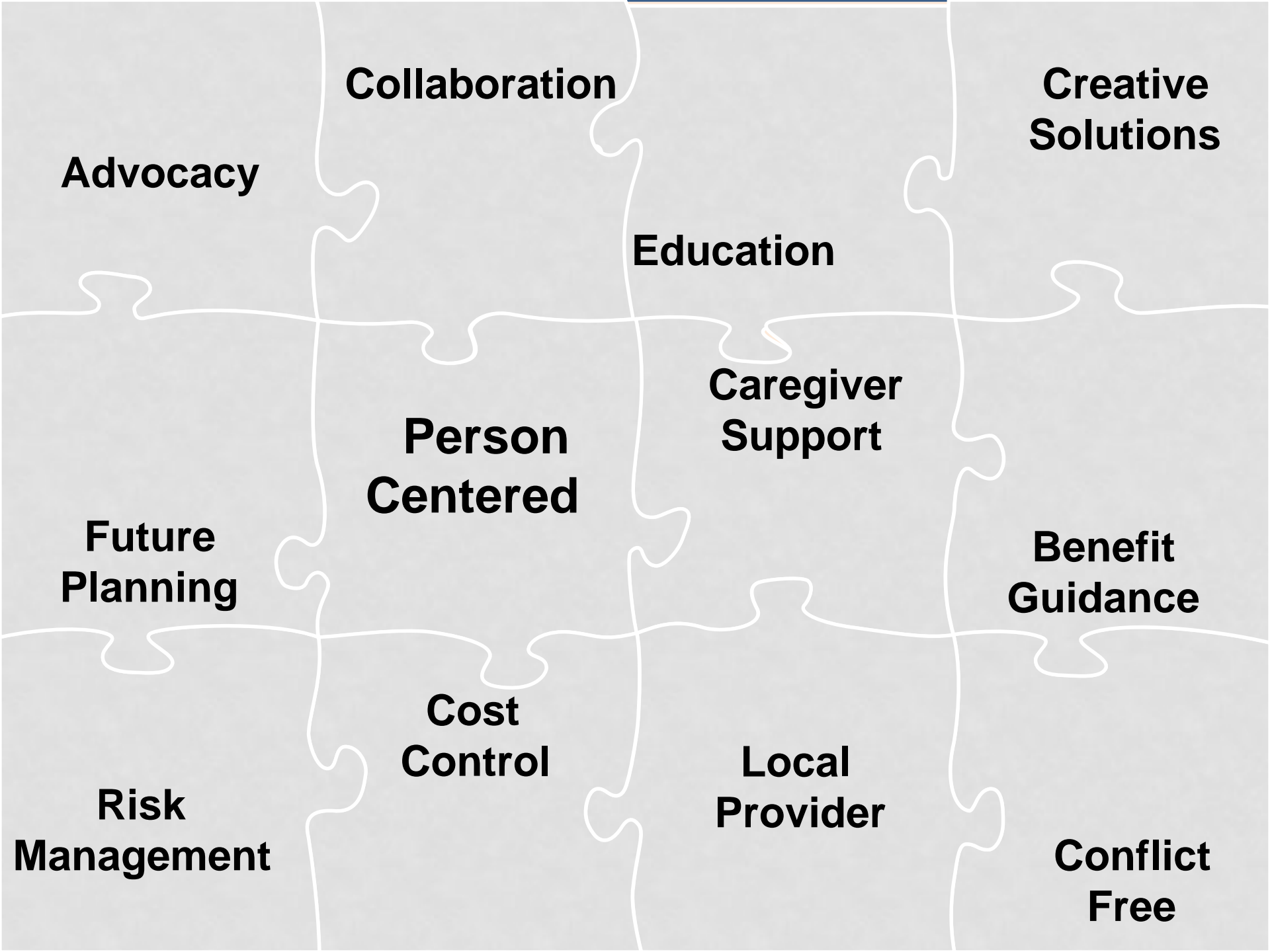
“Licensed in accordance with RSA 151:2, I(b), and enrolled as a New Hampshire Medicaid provider to provide targeted case management services to HCBC-EI participants, and that operates without a conflict of interest. This term includes independent case management agencies.”

## **New Hampshire** **CFI Independent Case Management Providers**

Brain Injury Association of New Hampshire  
Community Crossroads  
Crotched Mountain Community Care  
Gateways Community Services  
Heritage Case Management  
Life Coping, Inc  
Pilot Health, LLC

# THE INDEPENDENT CASE MANAGER

- Person employed by or contracted with an agency
- Meets the qualifications described in He-E 805.06
- Statewide Infrastructure
- Responsible for:
  - Ongoing assessment
  - Person-centered planning
  - Coordination and monitoring of services
  - No conflict of interest
- Advocates for and assists beneficiaries with cause disenrollment to another plan if institutional, employment, or residential provider leaves enrollee's plan as an objective party
- Objective assistance with appeals and grievances



**Advocacy**

**Collaboration**

**Creative  
Solutions**

**Education**

**Caregiver  
Support**

**Person  
Centered**

**Future  
Planning**

**Benefit  
Guidance**

**Cost  
Control**

**Local  
Provider**

**Risk  
Management**

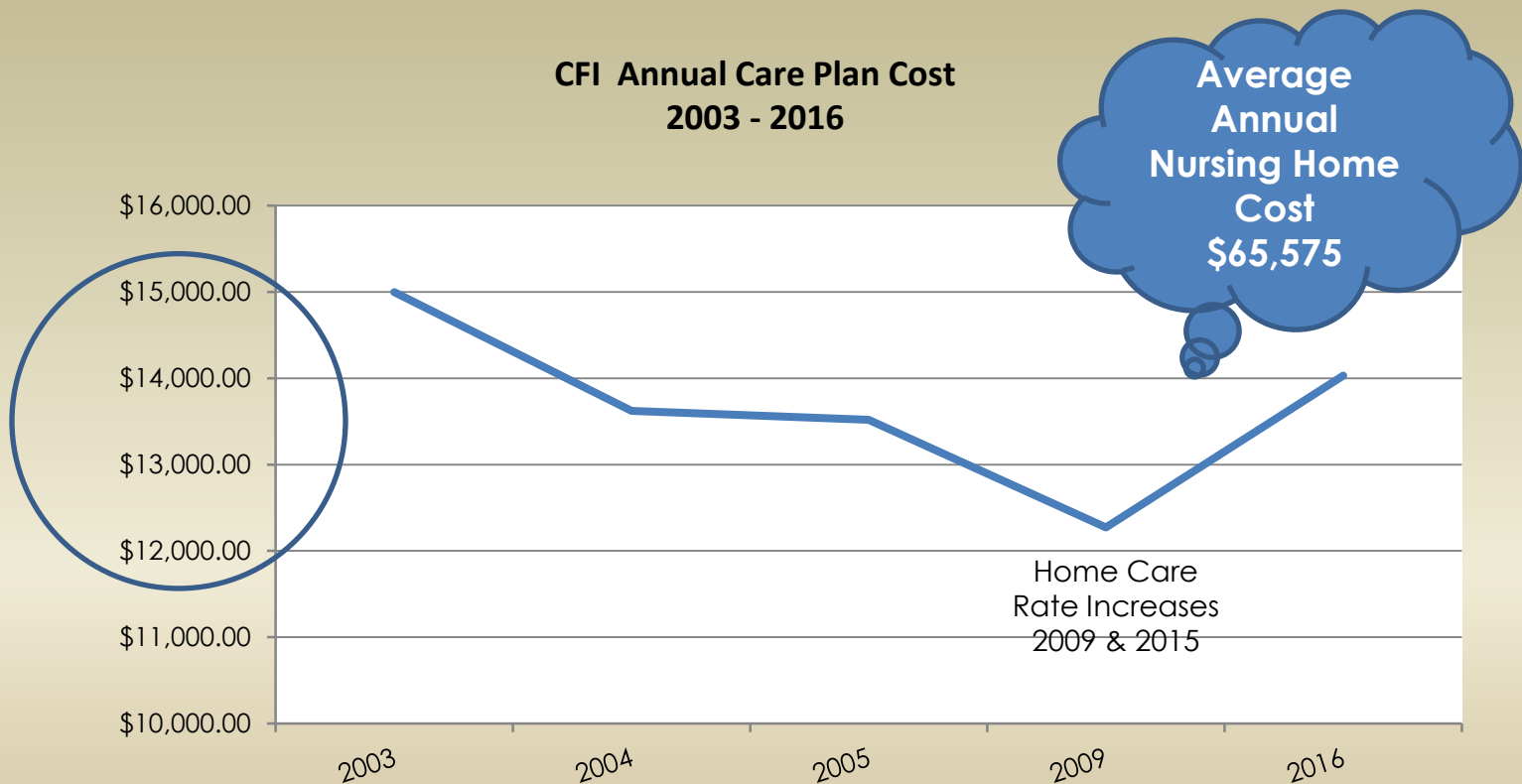
**Conflict  
Free**

# WHAT HAS BEEN LEARNED SO FAR IN STEP 1

- Communication is Key
- Transparency
- Importance of Public Forums
- Independent Case Management is affordable and effective to control costs
- ICM provides advocacy (i.e.: authorizations for medication, skilled care and medical complexity)
- Another “tool in the tool box” for ICM

# COST OF SERVICE

**CFI Annual Care Plan Cost  
2003 - 2016**



Citations: 2003/2005 ICM Quarterly Reports  
2008/2009 DHHS Mgt  
2016 BEAS Application for 1915 (c) waiver

# COMMITMENT TO QUALITY MCO/ICM/STATE COLLABORATIVE



# ESTABLISH GOALS

## ➤ **Goal #1:**

Improve health care outcomes for members that we share in the current environment by improving upon integration and transitions to provide:

- Access
- Quality
- Cost



# ESTABLISH GOALS

## ➤ **Goal #2:**

Mitigate risk of harm, injury, and readmissions related to a Medicaid stay in a healthcare facility transition for members involved with the CFI program

This will be achieved through collaborative communication between members, case managers, MCO, caregivers/family, community providers, and facility team upon admission and throughout the care continuum.

# ESTABLISH PROJECT: COMMUNICATION/TRANSITIONS



# LESSONS LEARNED FROM PROJECT

- Communication is key
- Value of brainstorming with all parties
- Need for and development of CFI/case manager ID card
- Working within other system

# POINTS TO BE ADDRESSED BEFORE IMPLEMENTATION

- Adequate Rate Reimbursement for Providers to help strengthen the State infrastructure/work force
- Transition – Current to Future
- Clear appeals process
- Keeping provider network updated – authorization process and how to bill in the new system
- Collaboration between MCO care coordination and Independent Case Management
- Advocacy/Consumer Protections – Ombudsman Program; conflict free Independent Case Management; Choice

# REFLECTIONS

## **Community Based Long-Term Services & Supports**

- There is a sustainable, person-driven long-term support system in which people with disabilities and chronic conditions have choice, control and access to a full array of quality services that assure optimal outcomes, such as independence, health and quality of life.
- The programs and partnerships are aimed at achieving a system that is:
  - Person-Driven
  - Inclusive
  - Effective & Accountable
  - Sustainable & Efficient
  - Coordinated & Transparent
  - Culturally Competent
  - Cost Effective

# THANK YOU



*Brain Injury Association  
Community Crossroads  
Crotched Mountain Community Care  
Gateways Community Services  
Life Coping  
Pilot Health*

# QUESTIONS

